Release Notes
Polycom® ATX™ SDK Version 2.0.1 and ATX 300 Version 3.0.1

This document provides the latest information about the Polycom Architected Telepresence Experience™ (ATX) Software Development Kit (SDK) version 2.0.1 and the Polycom ATX 300 version 3.0.1.

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Introducing the Polycom ATX SDK Version 2.0.1 and ATX 300 Version 3.0.1

With either version of the Polycom ATX system, Polycom's AV integration partners can create customized immersive telepresence suites using Polycom HDX® 8000™ codecs, EagleEye II HD cameras, and HDX Ceiling Microphone Arrays along with displays, table, and chairs provided by the integrator or client.

- The ATX SDK, which runs on the ATX 200, ATX 300, and ATX 400 hardware platforms, enables AV integrators to support the unique requirements of their customers. The ATX SDK works in conjunction with special control panel code (provided by the control panel vendor), enabling AV integrators to customize the user interface to the specific needs of their customers.
- The ATX 300 version 3.0.1 provides a user interface with the same feature set as the standard Polycom Immersive Telepresence software, including the new Polycom Touch Control.

What's New in ATX 300 Version 3.0.1

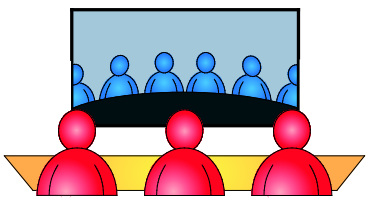
Only the ATX 300 software has been updated for this release. The ATX SDK software remains unchanged.

The version 3.0.1 release of the ATX 300 software introduces the Polycom Touch Control as a new interface for the ATX 300. The Polycom Touch Control is also available with the Polycom RPX™ and OTX™ Immersive Telepresence (ITP) solutions, as well as all Polycom HDX and SoundStructure™ systems, thereby providing a consistent user interface across Polycom products. The intuitive graphical UI offers simple navigation and easy access to call control, administration, and content-sharing capabilities.

What's New in ATX SDK Version 2.0.1 and ATX 300 Version 2.7.1

ATX SDK version 2.0.1 and ATX 300 version 2.7.1 are maintenance releases for ATX SDK version 2.0 and ATX 300 version 2.7, which provide the following functionality:

- For ATX SDK only: You can run the ATX SDK version 2.0.1 on the ATX 200 hardware platform (which uses two displays), the ATX 400 hardware platform (which uses four displays), or on the traditional ATX 300 hardware platform (which uses three displays).
- Optimize bandwidth with H.264 High Profile, a standards-based video compression technology that delivers full HD quality while lowering your bandwidth requirements by up to 50 percent. H.264 High Profile is supported only on ATX systems with HDX 8000 series codecs.
- Experience striking 1080p video resolution with Polycom EagleEye II 1080p cameras. Their sharp focus and clear, crisp, natural colors provide the ultimate HD images. The EagleEye II HD camera has a 72 degree wide viewing angle. When zoomed out all the way, a portion of person 1 and a portion of person 6 along with persons 2, 3, 4, and 5 will be visible onscreen, as shown in the following illustration.



For more information about the EagleEye II HD cameras, refer to http://www.polycom.com/products/telepresence_video/accessories/hdx_accessories/eagleeye_hd_camera.html.

- Simply and easily view a list of scheduled meetings and join those meetings using the Polycom Conferencing for Microsoft® Outlook® feature.

Information on the configuration of these and other ATX features is provided in the *Polycom Immersive Telepresence (ITP) Administrator's Guide.*

Software and Firmware Used in ATX SDK Version 2.0.1 and ATX 300 Version 3.0.1

ATX SDK Version 2.0.1

ATX SDK version 2.0.1, which includes support for the ATX 200, ATX 300, and ATX 400 hardware platforms, uses the following Polycom-provided software (note that other software is required, but it is provided by the control panel vendor):

- Polycom Telepresence Tool version: 2.7.1.1 (TelepresenceTool_2.7.1.1.msi)
- HDX software version: polycom-hdx-hf-2.6.1.3_00_itp271-5267.pup

ATX 300 Version 3.0.1

ATX 300 version 3.0.1 uses the following software and firmware:

- Polycom Telepresence Tool version: 3.0.1.5 (TelepresenceTool_3.0.1.5.msi)
- HDX software version: polycom-hdx-release-3.0.1-10628.pup
- Polycom Touch Control Operating System version: 1.0.3-17
- Polycom Touch Control Applications version: 1.1.0.73
- Crestron software version: 3.0.1-4 (TPX_3.0.1-4.zip)
- Crestron AV2 System Controller firmware version: 4.001.1012 (Feb 17 2009) (pro2_av2_cp2_cp2e_rack2_pac2_4.001.1012.zip)
- Crestron Touch Panel firmware version: 3.001.0015 (tps-3000_tps-3000l_tps-3100_tps-4000_tps- 4000l_3.001.0015.zip)

For information on versions of other Polycom products that are compatible with this release, such as the Polycom RMX® conferencing platform and the Polycom Converged Management Application™ (CMA®) system, refer to the *Polycom Immersive Telepresence (ITP) Deployment Guide.*

Software Version History

Software Version	Description
ATX 300 version 3.0.1	Support for the Polycom Touch Control.
ATX SDK version 2.0.1 ATX 300 version 2.7.1	Maintenance release.

Software Version	Description
ATX SDK version 2.0 ATX 300 version 2.7	For ATX SDK only: Support for the ATX 200 and ATX 400 hardware platforms (as well as continued support for the ATX 300). For both ATX SDK and ATX 300: Support for H.264 High Profile, EagleEye II HD cameras, Polycom Conferencing for Microsoft Outlook, Meeting Composer™, and CMA browsing and searching.
ATX 300 SDK version 1.0.1 ATX 300 version 2.6.1	Maintenance Release. Support for the new Polycom EagleEye II HD cameras.
ATX 300 SDK version 1.0 ATX 300 version 2.6	First release of ATX 300 SDK. Support for Polycom Telepresence Tool, Meeting Composer, Touch Panel Enhanced and Classic user interface, and Voice Activated Room Switching (VARS) with the Multipoint Layout Application (MLA), Version 2.5.
ATX 300 version 2.0	First release of ATX 300.

Upgrading the Software

Before upgrading the software, note the following:

- For ATX SDK systems, you *must* refer to the Release Notes and other documentation for the Crestron and AMX modules to confirm compatibility with the ATX SDK version 2.0.1 software. To obtain the Crestron and AMX documentation, refer to their respective web sites.
- The ATX 300 system may or may not have been shipped with the correct version of HDX and Polycom Touch Control software loaded. Check your system's software versions against the versions listed on the previous page. If you already have the correct versions loaded, you do not have to upgrade the software.
- The HDX software that you must download for ATX SDK version 2.0.1 or earlier and ATX 300 version 3.0.1 or earlier is not the same. Therefore, you must ensure that you download the correct HDX software for your particular ATX model and version.
- In order to upgrade the software to version 3.0.1 from an earlier version, you must obtain an HDX software upgrade key from Polycom Support at http://support.polycom.com. Note that you must have an active maintenance contract to obtain the key.
- When you upgrade to HDX software version 3.0.1 for the ATX 300, the directory entries are converted to a new format. If you ever have to revert to an HDX software version earlier than version 3.0, you must use the Polycom Telepresence Tool HDX Directory Downgrade tool to revert the entries to the format that existed prior to version 3.0. This will enable the directory entries to work correctly. For more information about the HDX Directory Downgrade tool, refer to the *Polycom Immersive Telepresence (ITP) Administrator's Guide.*

The ATX software is now available at this location:
http://www.polycom.com/support/video/index.html.

For complete information on how to upgrade the HDX software, refer to "Upgrading and Activating the HDX Software" in *the Polycom ATX Integrator's Guide* (part number 3725-29615-004).

Display Behavior when Calling and Hanging Up

This is what you can expect to see on the displays when placing or hanging up a video call:

- When placing a video call, each of the displays associated with a codec that is participating in the call may show near-end video until the call connects.
- When hanging up a video call, each of the displays will show the following:

  a. Near-end video.

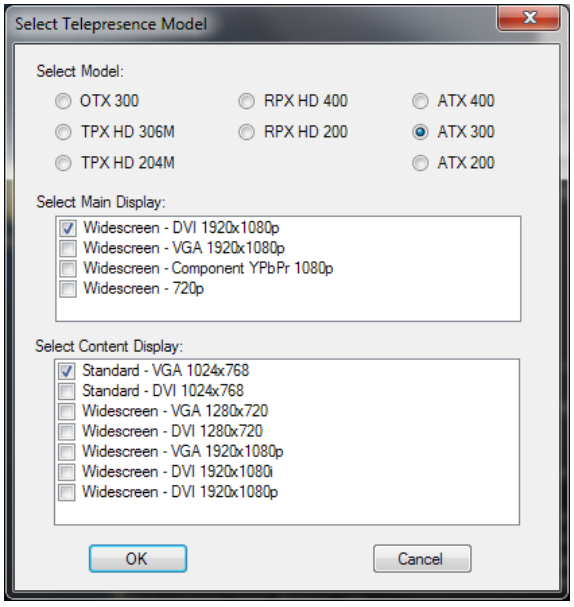
  b. A completely black screen.

  Steps a and b will take about five seconds to complete. The displays will then go into Standby mode (if they were configured to do so).

Selecting the Video Format

The first time you use the Polycom Telepresence Tool with the ATX, the Select Telepresence Model dialog box will appear and you must do the following:

1. In the Select Model field, select the ATX system model.
2. In the Select Main Display field, select the video format for the main displays installed in the room. If the video format you want is 720p DVI format, select **Widescreen - 720p**.



3. In the Select Content Display field, select the video format for the content monitors installed in the room.
4. Click **OK**.

Issues Fixed in This Release

The following table lists the issues fixed in ATX 300 version 3.0.1.

Feature	Description
Audio/Video Calls	If you used Meeting Composer and you dialed two audio sites concurrently, the Touch Panel may have shown that you were connected to the second audio number dialed when you were actually connected to the first number dialed. The Touch Panel now displays the correct information.
	You no longer have to avoid creating directory entries that have an "&" symbol in the name.
User Interface: Crestron Touch Panel	The correct video format information now consistently displays on the Touch Panel Admin screen.

ATX SDK Version 2.0.1 Known Issues and Limitations

For Users

The following table lists the known issue relevant to Polycom ATX SDK end users.

Feature	Description	Workaround
Audio/Video Calls	If you place a call from a two-codec system (such as an RPX 200) to an ATX SDK, the left display on your system will very briefly show video from the ATX before it goes black. (Note that black video is what should appear at all times on the left display in a call between a two-codec system and an ATX SDK.)	None

For Integrators

The following table lists the known issues relevant to Polycom ATX SDK integrators.

Feature	Description	Workaround
Audio/Video Calls	If your ITP environment is configured to use both the LDAP directory and H.323 Gatekeeper functions, and your speed dial entries are not IP addresses, video calls may take longer to connect due to the additional communication involved between the various components in the solution.	None
Cameras	If a cable to one of the cameras in the ATX SDK room becomes detached, that camera may lose all of its camera settings from the Polycom Telepresence Tool.	Whenever a camera loses power, the HDX codec that is attached to that camera should be rebooted.

Feature	Description	Workaround
Microphones	If you disconnect the Polycom Ceiling Microphone Arrays and then connect any microphones other than Ceiling Microphone Arrays, the proper stereo settings may be lost.	Launch the Polycom Telepresence Tool, make sure that all the HDX codecs are connected, and then click **Configure HDXs** to set the microphones to their correct settings.
Multipoint	In the HDX web UI, do not select the Enable Multipoint Trial checkbox on the Admin Settings > General Settings > Options page. Enabling this option could result in unpredictable behavior.	None
Software Upgrades	When upgrading the HDX systems, you normally see a screen that displays an hourglass and a red progress bar. This screen may not appear for HDX PAL systems; however, the upgrade is still occurring and can be monitored through the web UI.	None
User Interface: Crestron Touch Panel Only	Users report that the Touch Panel seems to take an unusually long time to return directory information.	Check if there are LDAP entries in the directory that are no longer valid. If there are such entries, correct them.

ATX 300 Version 3.0.1 Known Issues and Limitations

For Users

The following table lists the known issues relevant to Polycom ATX 300 end users. All issues apply to ATX 300 systems with the Polycom Touch Control as well as to ATX 300 systems with the Crestron Touch Panel unless otherwise noted.

Feature	Description	Workaround
Audio/Video Calls	If you place an outgoing audio call or receive an incoming audio call when you are not in a video call, near-end video will appear momentarily on the center display and then the display will go black. When the call is hung up, the near-end video will appear again on the center display.	If you want to remove the near-end video from the center display, you can place another video call and then hang it up. Alternatively, you can take no action and allow the Sleep Timer parameter (which is set by the system administrator or integrator) to remove the video from the display.
	The ATX 300 system will not accept any incoming audio calls when it is already in a video call.	Place outgoing audio calls instead of receiving incoming audio calls when you are already in a video call.

Feature	Description	Workaround
Audio/Video Calls (continued)	On rare occasions, pressing the audio Speed Dial button once (or the Dial button for manually placed calls) does not dial the call.	If needed, press the audio Speed Dial button or the Dial button twice in order to complete the call.
	When DTMF tones are heard during the process of dialing an audio call, the near-end and far-end audio is muted for a brief moment.	None
	If you hang up an incoming audio call and then immediately place an outgoing audio call, the ATX 300 system may not hang up the initial incoming audio call.	Wait five seconds between consecutive audio calls.
	If the ATX 300 system is in a single endpoint video call (such as with an HDX system) and the Do Not Disturb feature on the ATX 300 system is disabled, an incoming call from a two-codec or three-codec system will cause the primary camera on the ATX 300 to momentarily move to the side before returning to its correct position.	None
	If you dial an incomplete IP address for a video call (for example, 172.16.254.), you may hear a ringing sound for approximately 90 seconds. Until the ringing ceases, you will be unable to place another call.	None
	When the video quality is set to **Sharpness**, a thin gray line is present at the bottom of the cells when connecting TPX and RPX endpoints to a conference running on RMX 2000 or RMX 4000 with MPMx.	None
	When placing a video call, you may hear the audio from the far-end site before you hear the ring tone or see the video.	None
User Interface: Both Polycom Touch Control and Crestron Touch Panel	In an audio call from an ATX 300 system to a cellular phone or analog phone, if the remote user disconnects the call first, the Polycom Touch Control or the Crestron Touch Panel continues to show the audio call as in progress.	Manually press the **Hang Up** button after each audio call is completed. The ATX 300 system will not accept incoming audio or video calls when the **Hang Up** button is off hook.
User Interface: Crestron Touch Panel Only	If you press the **Content** button on the Crestron Touch Panel when no content source (such as a laptop) is connected to the ATX 300 with the VGA cable, the Primary codec will generate the message "PC input resolution and/or refresh rate not supported." Because the system is blanked, this message is not visible; however, if you establish a video call while the message is activated, the call will take longer than usual to connect.	Wait three seconds (during which time the message will time out) before placing a video call from the Touch Panel.
	When searching for a site in the global directory with the Touch Panel Enhanced UI, up to nine characters can typically be displayed on the screen. However, depending on the width of the letters in the name, more or less of the site name may be truncated.	None

Feature	Description	Workaround
User Interface: Crestron Touch Panel Only (continued)	With Meeting Composer, when dialing a phone number with more than 10 digits, or dialing any other long string such as extension@IP_address (ex: 123456@172.25.130.201), the string will likely be truncated when displayed in the right-hand pane of the Touch Panel.	None
	The Touch Panel may indicate that a password is not required for meetings that actually are password-protected. If you try to join the meeting, the Touch Panel will prompt you for the password and you must enter it to join the meeting.	None
	If you use the DTMF dial pad in the Touch Panel Enhanced UI to manually enter a site to call, and then you try to escalate the call from point-to-point to multipoint, the calls will not connect correctly.	Use the Meeting Composer dial pad to manually enter a site to call. The DTMF dial pad in the Enhanced UI was not intended to be used to manually dial calls and should never be used for this purpose.
User Interface: Polycom Touch Control Only	If your system administrator has configured your system to use the calendar feature and you have two or more meetings scheduled at the same time, the Polycom Touch Control will display a meeting reminder for only one of the meetings.	None
	If you are already in a call, you cannot join a meeting using the Polycom Touch Control.	Hang up the current call before joining a meeting.
	When using the Polycom Touch Control, searching within a group in the global directory may not work properly.	Navigate back to All, and then initiate the search.
	If you are in a multipoint call and you place an outgoing audio call while the **Video/Audio Only** toggle button is set to **Video**, that toggle button will disappear from the Polycom Touch Control screen.	When placing an audio call when you are already in a multipoint call, make sure that the **Video/Audio Only** toggle button is set to **Audio Only**.

For Integrators

The following table lists the known issues relevant to Polycom ATX 300 integrators. All issues apply to ATX 300 systems with the Polycom Touch Control as well as to ATX 300 systems with the Crestron Touch Panel unless otherwise noted.

Feature	Description	Workaround
Audio/Video Calls	You may have experienced a power failure if either of these issues occurs: ○ Any of the cameras do not move to Preset 96 in multipoint calls. ○ Any of the displays show near-end video rather than being blank.	Reboot the codecs. When the codecs finish rebooting, reboot the AV2 System Controller.

Feature	Description	Workaround

Audio/Video Calls (continued)	When entering Gatekeeper + H.323 extensions in Favorites or in the local directory, this simplified format will not work for point-to-point calls:
	`<Gatekeeper IP Address>##<Extension for Primary Codec>;<Extension2>;<Extension3>;<Extension4>`
	For example:
	`172.25.100.200##25567;25568;25569;25570`
		Use this format when entering Gatekeeper + H.323 extensions in Favorites or in the local directory:
		`<Gatekeeper IP Address>##<Extension for Primary Codec>;<Gatekeeper>##<Extension2>;<Gatekeeper>##<Extension3>;<Gatekeeper>##<Extension4>`
		For example:
		`172.25.100.200##25567;`
		`172.25.100.200##25568;`
		`172.25.100.200##25569;`
		`172.25.100.200##25570`

	If you use the HDX web UI to place a call to one address and you do not use the default call speed, the codecs will not automatically adjust to the same call speed. The Primary codec will connect at the call speed specified in the HDX web UI Call Quality field, but the remaining codecs will connect at the default call speed.	Specify multiple addresses in the IP address field (e.g., `76223;76224;76225`). Alternatively, use the web UI to connect to each codec individually at the desired call speed.
	When the Primary codec answers an incoming video call, any HDX codecs that are not being used will automatically accept any other incoming video calls if the following conditions exist: 1. The ATX 300 system is in a single endpoint video call with an HDX or VSX system. 2. The ATX 300 system is in a video call with an RPX 200 or a TPX 204M system.	To prevent unused codecs from accepting any incoming calls, use the Do Not Disturb timer. To change the amount of time before Do Not Disturb is activated, access the DoNotDisturbTimer field in the `System_Config.ini` file. In this field, you can enter a value between 10 and 300, or leave the value at 0 if you want to keep the feature disabled: `DoNotDisturbTimer=x` where `x` is the value (in seconds) of the desired timeout period. For example, `DoNotDisturbTimer=120` sets the parameter to 120 seconds.
	When the ATX 300 system is in a call, sending Telnet commands to change the video format may not work properly.	Do not use Telnet commands to change the video format when the ATX 300 system is in a call.
	If your ITP environment is configured to use both the LDAP directory and H.323 Gatekeeper functions, and your speed dial entries are not IP addresses, video calls may take longer to connect due to the additional communication involved between the various components in the solution.	None
	When an ATX 300 system hangs up from a video call with a single endpoint (such as an HDX system), the left and right displays may come out of Sleep or Standby mode, although they will still display black video as expected.	Simply wait for the Sleep Timer parameter to return the two displays to Sleep or Standby mode.

Feature	Description	Workaround
Cameras	If a cable to one of the cameras in the ATX 300 room becomes detached, that camera may lose all of its camera settings from the Polycom Telepresence Tool.	Whenever a camera loses power, the HDX codec that is attached to that camera should be rebooted.
Control System	When you connect to the codecs through Telnet or through the Crestron Toolbox and use the command prompt, you may see “overflow buffer” and other error messages when you use the Polycom Touch Control or the Crestron Touch Panel. These errors also appear on the Crestron log. This issue does not affect system performance or functionality.	None
Microphones	If you disconnect the Polycom Ceiling Microphone Arrays and then connect any microphones other than Ceiling Microphone Arrays, the proper stereo settings may be lost.	Launch the Polycom Telepresence Tool, make sure that all the HDX codecs are connected, and then click **Configure HDXs** to set the microphones to their correct settings.
Multipoint	In the HDX web UI, do not select the Enable Multipoint Trial checkbox on the Admin Settings > General Settings > Options page. Enabling this option could result in unpredictable behavior.	None
Software Upgrades	When upgrading the HDX systems, you normally see a screen that displays an hourglass and a red progress bar. This screen may not appear for HDX PAL systems; however, the upgrade is still occurring and can be monitored through the web UI. The Home screen will appear on the displays when the upgrade is complete.	None
Telepresence Tool	When using the Telepresence Tool to remotely monitor a site, you may notice stuttering video.	Polycom recommends that you do not use the Telepresence Tool for remote monitoring while the system is in a video call.
	The Telepresence Tool automatically sets Preset 98 once Preset 97 has been set. If you want to change the camera positions for Preset 98, you must do the following after saving Preset 97: 1. Use the camera controls to adjust the pan, tilt, and zoom of the cameras to the desired positions. 2. On the Telepresence Tool Camera Alignment tab, click **Preset** and enter **98**. 3. Click **Set**. Whenever you change Preset 97, you must perform these steps to set Preset 98 again.	None

Feature	Description	Workaround
User Interface: Both Polycom Touch Control and Crestron Touch Panel	If any of the HDX codecs are rebooted without rebooting the AV2 System Controller as well, the HDX UI remains onscreen.	Reboot the AV2 System Controller whenever any of the HDX codecs are rebooted. The VNOC, Service, and Site Administration teams are advised to reboot (power up) the System Controller after the HDX system reboots (powers up) as part of the reset process or when recovering from a power failure. Placing a call without rebooting the System Controller will cause the Polycom Touch Control or the Crestron Touch Panel to freeze.
User Interface: Crestron Touch Panel Only	If you add a site from the CMA directory to the speed dial list and then later change the name of that site in the CMA directory, the speed dial entry name that is displayed on the Touch Panel may not be updated.	Reboot the codecs and the AV2 System Controller. Alternatively, from the HDX web UI, delete and re-add the renamed CMA site to the Speed Dial list.
	If you reboot the Primary codec while the ATX 300 system is in an audio call (with the Help Desk, for example), the **Hang Up** button on the Touch Panel will freeze.	Reboot the AV2 System Controller when the **Hang Up** button enters that frozen state.
	When initially loading the Crestron Touch Panel and then loading the AV2 System Controller, a Toolbox Results dialog box may appear at the end of the installation process. Although this dialog box displays an error message, the installation completed successfully.	None
	Users report that the Touch Panel seems to take an unusually long time to return directory information.	Check if there are LDAP entries in the directory that are no longer valid. If there are such entries, correct them.
User Interface: Polycom Touch Control Only	When you view the Directory list or the Favorites list on the Polycom Touch Control, the entries do not appear on the screen, although the rest of the screen appears as normal.	Reboot the Polycom Touch Control.

Where to Get the Latest Product Information

To get more information about the Polycom HDX, visit the Polycom web site at http://www.polycom.com/support/video/index.html. To view the latest Polycom ATX product documentation, visit the Polycom Resource Center at http://portal.polycom.com/portal_web/login.jsp.